



UNITED STATES MARINE CORPS

MARINE CORPS AIR STATION MIRAMAR
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StaO 1700.3

MCCS

1 APR 2003

STATION ORDER 1700.3

From: Commanding General

To: Distribution

Subj: ACTION PLAN FOR THE CRISIS FAMILY ASSISTANCE CENTER

Ref: (a) MCO P1700.24B

1. Situation. To provide instructions for the establishment, operation, and support of the Crisis Family Assistance Center (CFAC), as outlined in the reference.

2. Mission. To establish a CFAC in the event of major mobilizations, combat operations or terrorist activities. The CFAC will include a Hotline component and a Family Crisis Intervention component.

3. Execution

a. Commander's Intent and Concept of Operation

(1) Commander's Intent. The CFAC may be established at the discretion of the Commanding General (CG), Marine Corps Air Station (MCAS), Miramar in response to a local crisis or as part of a regional coordinated community response in support of crisis events at other Southern California installations.

(2) Concept of Operations

(a) The CFAC Hotline facility will be staffed with trained personnel who will provide a link to family readiness services and agencies by providing referral services on an emergency non-routine basis at 1-(877) 470-6020 hotline. These services may include family counseling, substance abuse counseling, medical referral, child care, clergy, Navy and Marine Corps Relief Society, American Red Cross, and other services and agencies as required.

(b) The CFAC will be staffed with trained crisis intervention teams to assist families in crisis, and address any family readiness issues and concerns. A crisis intervention team will consist of a counselor, who acts as the team coordinator and

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may also include an intervention clinician, a chaplain, or new parent support personnel as needed. When the CFAC is operational, at least one member of the Marine Corps Community Services (MCCS) Personal Services Division counseling/training staff will be present.

b. Subordinate Element Missions

(1) MCCS Family Team Building Division

- (a) Serve as overall coordinator for the Family Counseling Center.
- (b) Update this plan as required.
- (c) Develop internal procedures for CFAC.
- (d) Act as liaison between the CFAC and the Station Command Center by providing situational input and information regarding incident updates and force protection conditions.
- (e) Coordinate with the Joint Public Affairs Office (JPAO) regarding any media issues.
- (f) Coordinate with G-6 to obtain 1-800 phone lines and enhanced computer connectivity.
- (g) Perform any other duties as required in support of the CFAC.

(2) Director, MCCS Personal Services Division

- (a) Act as overall coordinator of the Family Crisis Intervention aspects of the CFAC.
- (b) Develop desktop procedures to ensure successful integration of this CFAC service is fully implemented.
- (c) Ensure all CFAC personnel are properly trained.
- (d) Update training and training materials as required.
- (e) As necessary, assist in regional coordination with other Southern California bases and stations to optimize a regional response to a regional crisis.

(3) JPAO

(a) Ensure direct liaison is maintained with the CFAC's overall coordinator.

(b) Provide training or direct guidance to 1-800 hotline workers on issues that may be media sensitive.

(c) Assist in publicizing the 1-800 phone numbers and CFAC services, once the CFAC is activated.

c. Coordinating Instructions

(1) Personnel. CFAC personnel will include existing personnel resources, reserves, contract personnel and volunteers. All CFAC personnel will be trained.

(2) Assignment

(a) Once activated, the following is the breakdown of assignments:

<u>BILLETS</u>	<u>TIME/QUOTA</u> 0800-1600	<u>TIME/QUOTA</u> 1600-2400	<u>TIME/QUOTA</u> 2400-0800
Phone Operators	2	2	2
Watch Supervisors	1	1	1
Admin Support	1	0	0
Counselors	1	1	on call

(b) During periods of high use, as operational considerations dictate, personnel requirements may be increased or decreased as needed.

(c) Personnel assigned may be sourced from multiple agencies including MCCS. Other agencies include the Chaplain's Office, Medical, Provost Marshal Office, Navy and Marine Corps Relief Society, and the American Red Cross. Everyone must have basic communication skills and be able to type, write English, and have a basic understanding of the military and issues facing military families.

4. Administration and Logistics

a. Desktop Procedures Checklist

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(1) Phone Operators duties include: phone listing of services, agencies and units; a suicide checklist; bio-terrorism threat checklist; telephone operations and procedures information; duties and responsibilities specific to position; instruction on how to keep records and pass to higher authority; caller crisis training checklist and guidance on when to pass to the supervisor; and a bomb threat checklist.

(2) Watch Supervisor duties include: the emergency evacuation plan; must possess key names and phone numbers (i.e., duty chaplain, casualty assistance (duty and on-call) and command duty officer for all tenant commands); and must know when to refer a situation to a counselor.

(3) Admin Assistant duties include: must know consumable supply ordering procedures; responsible for maintaining adequate supplies of intake and other forms.

(4) Counselors duties include the same duties as the above lists in addition to possessing a Crisis Counseling Guide.

(5) Support Equipment. Support Equipment items and quantities may fluctuate depending on the severity of the crisis event and the duration of the activation of the CFAC. The following is a guide for suggested equipment and supplies: telephones; desks; computers; printers; copiers; FAX machines; televisions; kitchen supplies; battery operated radio; chairs; and consumables (i.e., paper, pens, pencils, markers, notepads, post-its, paper cups, paper plates, plastic ware, etc.).

(6) Training Requirements. The following are training requirements for CFAC personnel: telephone operation and etiquette; computer operation; critical/crisis caller procedures; suicide caller procedures; bomb threat procedures; bio-terrorism threat procedures; CFAC evacuation procedures; communication procedures; media request procedures; and intake interview procedures.

(a) Training will be provided through existing resources. Dates, times and location of training classes will be published as required.

(b) Upon completion of training, each trainee will receive a picture ID and must visibly display this ID at all times while on duty at the CFAC. A copy of this ID, with the list of names will be given to PMO for use in ensuring CFAC personnel have access to MCAS, Miramar.

b. Logistics

(1) Facilities. The CFAC will be established at the L.I.N.K.S. House located at building 2273 with annex facilities in the Counseling Center, building 2274.

(2) Location. The CFAC phone center will be housed in cubicles adjacent to the L.I.N.K.S. House to minimize disruption for those entering the CFAC to receive direct support.

(3) Transportation. The CFAC coordinator may request vehicles from the C-pool for use as required.

(4) Upon notification that the CG has activated the CFAC, the CFAC will continue its operations 24 hours a day, 7 days a week until ordered to stand down.

(5) The CFAC Watch Schedule will consist of three watches: first watch, 0800-1600; second watch, 1600-2400; and third watch, 2400-0800.

(6) Emergency recall rosters will be updated as required to ensure they are current and accurate.

(7) Phone protocols and phone trees will be established to ensure rapid notification of key personnel and the passing of critical information.

(8) All media requests will be referred to the JPAO.

5. Command and Signal

a. Signal. This Order is effective on the date signed.

b. Command. This Order is applicable to all MCAS, Miramar and Tenant Commands.



G. L. GOODMAN
Chief of Staff

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